

CITY OF AUSTIN
SPECIFICATIONS FOR TAXI VOUCHERS
SOLICITATION RFP MHJ0105

1.0 PURPOSE

The City of Austin (City), seeks proposals to establish a contract with a qualified Vendor (Contractor) for voucher taxi services for the Austin/Travis County Health & Human Services Department (HHSD).

The City reserves the right to add or delete locations and allow other City Departments to utilize the contract.

2.0 BACKGROUND INFORMATION

The City is currently utilizing taxi services to transport clients to and from departmental sites and other designated locations. City standards authorize the use of taxi services for the expressed purpose of transporting a client who has no means of personal transportation and no access to mass transportation. Occasionally, taxi transportation services may be required due to a medical necessity.

3.0 CONTRACTOR REQUIREMENTS

3.1 Voucher Requirements

- 3.1.1. The Contractor shall provide the numbered vouchers utilized by the departments. The vouchers shall be mailed and received by HHSD within three (3) business days of the request. All costs associated with the production and distribution of the vouchers supplied to the departments will be the responsibility of the successful Contractor.
- 3.1.2. The voucher must meet the minimum requirements established by the City. A sample voucher is portrayed on Attachment A to this solicitation. The sample must be included with the bid and the City shall have final approval on the voucher before services are to be provided.

3.2 Required Availability and Services

3.2.1. Availability

The Contractor shall be able to provide taxi service twenty-four (24) hours per day, seven (7) days per week.

3.2.2. Response Time

Once notified of the request for service, the Contractor shall have a taxi at the requested location within twenty (20) minutes. Failure to meet the twenty (20) minute time requirement 95% of the time may result in the cancellation of the contract.

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Standard Services for All Clients

- 3.2.2.1. The Contractor shall provide curb-to-curb transportation services that may include assisting the client to enter or exit the taxi. The Contractor's employees will not be required to lift the client into or out of the taxi.
- 3.2.2.2. In cases where elderly or disabled clients are involved, the Contractor's driver may be required to go inside the location and inform the client of their arrival, especially in times of inclement weather. This information will be provided when the call is placed.
- 3.2.2.3. The Contractor shall provide taxi service in a safe, courteous, and professional manner.
- 3.2.2.4. The Contractor shall make no stops other than the original destination as provided by the City.
- 3.2.2.5. No additional charges shall be requested at the time of transport.

3.2.3 Services for Clients with Disabilities

- 3.2.3.1. The Contractor shall be able to provide service to clients with disabilities (e.g., visual, hearing, mobility impairment).
- 3.2.3.2. The ability to provide wheel chair accessible transportation (e.g., van with lift) is preferred but not required. The Contractor shall indicate if there are special requirements necessary to schedule this type of transportation.
- 3.2.3.3. If disability transportation requires special scheduling, the Contractor shall provide any scheduling requirements with their bid response.
- 3.2.3.4. The Contractor shall safely secure and transport a wheel chair when providing service to clients in vehicles that are not wheel chair accessible (e.g., regular taxi).

3.3 Complaint Process

- 3.3.1. The Contractor shall have a formal method for reporting, reviewing, and responding to complaints. The Contractor shall submit a written copy of the company's complaint process within 24 hours following request by the City.
- 3.3.2. The Contractor shall have no more than two (2) complaints per one hundred (100) transports. A transport is defined as a one-way trip. Failure to do so may result in cancellation of the contract.
- 3.3.3. The Contractor shall be given ten (10) working days from the date the complaint is received to review and respond to complaints submitted by the Department. The Contractor's review, response, and corrective measures (if appropriate) shall be submitted in writing to the Department Contract Manager.

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3.4 Cancellation of Transportation Request by City

If a cancellation is called in after the driver has already arrived at the pick-up destination, the Contractor shall receive a voucher for a one-way transportation.

4.0 DEPARTMENTAL RESPONSIBILITIES

- 4.1 The City's Contract Manager or designees will request numbered taxi service vouchers from the Contractor as needed.
- 4.2 The City's Contract Manager or designees will distribute vouchers to staff who are authorized to approve their use. The City will provide the Contractor a list of authorized staff.
- 4.3 The City will contact the Contractor on an as-needed basis and inform the Contractor of the location, requested pick-up time, and destination of the client. The Contractor will be notified if the client has a disability that will require assistance or specialized transportation.
- 4.4 The City will keep a log of all requested services by voucher number and will submit a copy of the log for the month's taxi services to the Contract Manager of each department. This information will be used to verify payment against vouchers returned with invoices by the successful Bidder.

5.0 ATTACHMENTS

- 6.1 Sample Voucher (Attachment A) – This is a sample of the voucher that will be required by the City and provided by the successful Contractor. Vouchers provided by the successful Bidder must at a minimum contain the information found on the sample voucher. The Contractor shall consult with and obtain written approval from the Department Contract Manager prior to developing and mass-producing a voucher. Production costs of the voucher are the Contractor's responsibility.
- 6.2 Listing and Location of Department Sites (Attachment B) – This listing is a representative sampling of the City sites and other designated sites that will utilize taxi services. It is not a complete listing of all sites that may potentially utilize taxi services. The listing is provided to assist the Bidder's in preparing their Bids.